



GETS & WPS NewsNotes

The latest updates on the Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS)

JULY 2008

Department of Homeland Security,
Office of the Manager, National Communications System

Alltel Wireless now offering WPS!

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Wireless Priority Service (WPS) is now available on the Alltel Wireless network!



In order to sign-up for this feature, subscribers must contact their or-

ganization's GETS/WPS Point of Contact (POC) to submit a new WPS request via the GETS-WPS Information Delivery Service (G-WIDS).

To view Alltel coverage maps or for more information, please go to the "Carriers" link located at <http://wps.ncs.gov>.

Please note: Alltel will not be charging the \$.75 per minute usage fee when WPS is enabled, however, they may charge WPS minutes against your applicable commercial plan. Check with your Alltel Wireless representative for billing details.



***Do you have a
GETS or WPS
success story?
Have these
services helped
you in an
emergency? Let
us know! Send
your story to
gwid@saic.com***

GETS/WPS User Council Meetings

The most recent GETS/WPS User Council took place on 15 May 2008. We appreciate those who attended and gave their valuable input to the NCS priority services programs.

The purpose of the User Council is to give POCs and subscribers a chance to learn about program updates and ask questions. Because we invite POCs from Federal, State, local, and industry organiza-

tions around the Washington, D.C. area, space is limited for these meetings. Please register if you plan to attend future meetings.

We appreciate all of you who attend these quarterly meetings. If you live outside of the Washington DC Metro Area and are unable to attend User Council, you are welcome to download the presentation slides located on G-WIDS under the "Acct



Admin" tab and then the "Documents" link. There is also a conference bridge available to listen live to the meeting.

The next User Council is tentatively scheduled for 18 September 2008. Invitations will be sent to DC Metro POCs closer to the date.



WPS Reminder:

If you experience congestion while making a cellular call, you must hang up in order to then place a WPS-enabled call.

To make a WPS call on a WPS-enabled cell phone, dial *(star) 272 + destination number.

Service Center

1-866-NCS-CALL
gwids@saic.com



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NCS Exercises encourage GETS/WPS testing



Jessica Kaputa, an Exercise Planning Specialist in support of the NCS, has been pounding the pavement to increase awareness of NCS priority telecommunications services. As a result, GETS and WPS are being utilized in several National and Continuity Exercises across the country by

numerous Federal, State, and local National Security/Emergency Preparedness (NS/EP) organizations.

While we strongly encourage GETS and WPS training in any exercise, it is helpful if you notify us prior to the execution so we can be aware of and monitor any increased usage.

Please contact the Help Desk at 703-818-GETS (4387) if you plan to use your GETS card(s) for exercises.

While you are preparing for an upcoming exercise, remember to

request GETS cards and WPS activations well in advance of the scheduled exercise. We will make every effort to make sure your priority services are ready for the exercise.

We would like to extend our many thanks to Ms. Kaputa as well as to those who have participated with the NCS in National Exercises. If you would like more information regarding NCS participation of National exercises, please contact: Jessica Kaputa at 703-235-5544 or by [e-mail](#).

WPS subscribers spreadsheet download

We continually work to make our processes more user friendly for you. We have heard your suggestions to implement a User Data Set for WPS subscribers and are excited to announce that POCs now have that capability using G-WIDS.

To do this, you will need to log into your "Established POC" ac-

count at <http://gets.ncs.gov> and go to the "Request" button and then follow the link for "Data Set Request". You will instantly be able to download an Excel spreadsheet of your WPS holdings. The spreadsheet will display the day of last update in our system. If you have made any



changes on the day of download, those changes will appear when we update our system again. Continue to send any suggestions for G-WIDS improvements to the Service Center.



Reassigning GETS cards using update feature

As you may know, the “update subscriber data” option is there to update an existing subscriber’s contact information. However, make note that this option is not applicable to reassigning active GETS cards to a new sub-



scriber. Each new subscriber is required to have his/her own GETS card. On the other hand, if the current subscriber is

named by their title/ position, then you will be able to then reassign the card to a new subscriber. If you are unsure about whether to reassign or issue a new GETS card, please call the Service Center for further assistance.

POCs, need to request a replacement GETS card for one of your cardholders?

Follow these steps:

1. Log into your “Established POC” account and go to the “View Subscribers” screen on G-WIDS.
2. Mouse over the blue ID number for the subscriber needing the replacement and choose the option for “Request Replacement GETS card” in the pop-up box.
3. Select the reason for replacement card (Damaged or Lost/ Stolen).
4. Press “Submit”.

The replacement card will be mailed to the primary POC’s address for distribution to the cardholder.

Requesting GETS or WPS for existing users

If you want to request WPS for an existing GETS user, request GETS for an existing WPS user, or assign a stockpile GETS card to an individual, please go to

the ‘View Subscribers’ screen, mouse over the entry for the record you want to update, then select the appropriate option in the menu that will appear.

POCs are reminded that if you have a WPS subscriber that does not currently hold a GETS card, then you are strongly encouraged to request a GETS card for that individual.

Changing handsets on a WPS-enabled cell

If you have a WPS-enabled cell phone and are changing the cellular handset you use, please be aware that the WPS does not automatically transfer to the new device.

If the cell phone number, carrier, and

account number are all remaining the same on the new cell phone handset, then please call the Help Desk at 800-818-GETS (4387) to ensure that the WPS is activate and operational.

If the cell phone

number, carrier, or account number is changing along with your handset, then you will need to have your organization’s WPS POC submit the change on G-WIDS by logging into his/her “Established POC” account.



Success Story Spotlight!



Bob Bohlmann, Director of the York County Emergency Management Agency in Maine, recalls the flooding event of April 2007 which resulted in several deaths, over \$25M in damages to the county, and required deployment of many resources.

"I was in Connecticut at the time, while the rest of the family was on vacation. Connecticut was also hit hard and I could not get phone service back to my office in Maine to work well. I resorted to the WPS service on my cell phone and was able

to participate in the conference calls in the early stages of the county response. While I couldn't return to Maine until the second day of the event, the use of WPS made it possible for me to assist my staff with response efforts and coordinate life-saving activities. Without the availability of WPS, I am not sure I could have been of any assistance to the office. I am a big supporter of the NCS Priority Services."

WPS, when used in conjunction with GETS, greatly in-

creases end-to-end call completion in both the wireline and wireless portions of the public telephone network. The use of WPS and GETS helps emergency workers get connected and stay connected to one another and to people in need.

If you have a GETS or WPS success story, please send it to gwids@saic.com.



Your comments and suggestions regarding the content of this newsletter are greatly appreciated. Send comments to gwids@saic.com with the subject: NewsNotes

Contact Us!

GETS/WPS Service Center

1-866-NCS-CALL
(627-2255)

In the DC Metro Area Email

703-760-2255
gwids@saic.com

Trouble Ticket Help-Desk

1-800-818-GETS
(4387)

NCS Website

<http://ncs.gov>

GETS Website

<http://gets.ncs.gov>

WPS Website

<http://wps.ncs.gov>

